

HUMAN SERVICES

HEALTH AND HUMAN SERVICES

The Arlington Department of Health and Human Services is the agency that oversees the Health Department, Council on Aging, Arlington Youth Consultation Center and the Veteran's Services Office. The agency also coordinates the activities of the following boards: Board of Health, Board of Youth Services, Council on Aging, Disability Commission, and the Human Rights Commission. Additionally, the agency works with the Food Pantry, Fair Housing, Widows Trust Fund Commission, Youth Health and Safety Coalition, and the Health and Human Services Charitable Corporation.

The mission of the Department of Health and Human Services is to provide a safety net for Arlington residents experiencing difficulties in their lives and also to promote a healthy environment for all residents.

During 2007, the Department of Health and Human Services continued to collect donations from generous residents to provide support for the assistance funds, which serves needy residents, such as the fuel assistance fund, food pantry and general assistance funds.

During 2007 the Department of Health and Human Services continued to serve as the lead agency for the Arlington Youth Health and Safety Coalition. The Coalition is made up of many town departments as well as community agencies. The group spent the year seeking out local, state and federal funding to cover activities. The Coalition developed a Diversion Program which is a program set up to divert first time youth offenders from court on the police side and detention on the school side. The intention is to put the youth back on the right path and into community service and counseling, thus preventing future offenses.



Council on Aging Senior Volunteers working on a Health and Human Services Project

ARLINGTON YOUTH CONSULTATION CENTER

The Arlington Youth Consultation Center (AYCC) continued to provide therapy services, referral services, and psychopharmacological services to Arlington children, adolescents and their families in 2007. Approximately 920 people were helped in 2007.

The continued increase in service numbers reflected the first full year of expansion in the Arlington Public Schools. Beginning in 2005, AYCC was asked to increase in-school counseling to Special Education students. Much of this service was provided by graduate interns placed for training at AYCC. In the first part of 2006, a pilot project, using one graduate intern, was started at Brackett School. Based on the success of these efforts AYCC was asked to recruit, train, and supervise additional graduate interns to be placed in all the elementary schools for the start of school in September. A great deal of time and effort was put into interviewing interns, finding additional supervisors, and developing a training model. AYCC began the 2006-2007 school year with a total of 23 graduate interns supervised by existing staff and four consulting supervisors hired just to work with school based interns. The same level of staff and service has continued for the 2007-2008 school year. Graduate Interns represent seven different masters and doctoral graduate programs. A total of thirty graduate students received training at AYCC during 2007. This represented a total of more than 14,000 hours of in-kind service.

In the elementary schools AYCC is providing most of the counseling service, both to Special Education students and the general school population. At the Otton Middle School and Arlington High School AYCC is providing counseling to alternative programs and to individual Special Education students.

The work of the staff and interns in the schools focuses on improving the overall adjustment and performance of students. Much of this is done in the context of social skills or friendship groups. The problems that arise cover a wide range of concerns: depression, peer problems, academic struggles, anxiety, ADHD, and learning disabilities. The dedication and hard work of all involved have made for another successful year. The long-standing relationship between the School Department and AYCC has made this partnership possible.

In the fall of 2007 AYCC sponsored its ninth annual sand tray therapy conference. More than forty clinicians from around New England attended this two-day event. The first day featured Judith Kneen, a well-known trainer and therapist. The second day gave participants the opportunity to practice and learn techniques of sand tray therapy.

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BOARD OF YOUTH SERVICES

The Board of Youth Services continued its dedication to a caring community in 2007, overseeing the functions of the Arlington Youth Consultation Center, the Alcohol and Drug Education Program, and other youth serving programs.

The members of the Board are appointed by the Town Manager with the approval of the Board of Selectmen. The eleven members of the Board meet monthly throughout the academic year. The Board makes a great effort to stay well informed on all aspects of the community that impact youth; and the Board discusses and plans responses to needs both large and small.

Board members represent a broad cross section of the community. This includes close ties to the school department, police department, area health care systems, affordable housing, Parent Teacher Organizations, and other service organizations. All members are parents themselves, several with children currently in the Arlington Public Schools. Board members do a great deal of networking within the town. This includes strong connections to the Arlington Public Schools, the Boys and Girls Club, the Arlington Food Pantry, churches, youth recreation programs, police, and charitable groups.

In the past year members continue to volunteer additional time as group leaders for women who are victims of domestic violence, as advocates for youth, and as part of Arlington's Holiday Help to Families programs. The 2005-2006 Emergency Fuel Assistance fundraiser, which raised a total of \$65,000, continues to provide the primary funding for that effort. Dozens of Arlington families are again being helped during the cold months of the year to ensure they do not go without heat and electricity. The Board has also responded to such needs as camp scholarships, parent education programs, and sponsorship of the annual Martin Luther King, Jr. remembrance.

During the past year the Board of Youth Services has undertaken a review of its mission, accomplishments, and future emphasis. This included a full morning retreat in June, 2007, facilitated by Joe Healy of Lahey Clinic. The Board has continued this process in their subsequent monthly meetings.

The Board of Youth Services is proud to be an integral part of what makes Arlington a safe, fair minded and engaged community.

COUNCIL ON AGING

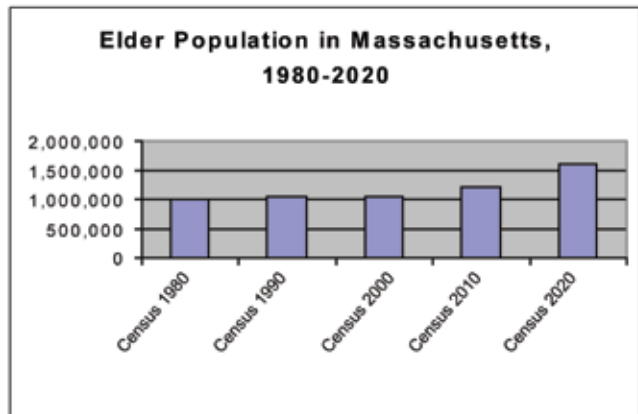
Program Description

The Council on Aging, a division of the Department of Human Services, provides advocacy and support services to help Arlington elders live dignified and independent lives. The agency's primary responsibilities are to

identify the needs of the community's elder population; to design, promote, or implement services to address such needs; and to coordinate existing services in the community.

The nine-member Council's primary responsibilities are to design, promote, and implement services to address the needs of the community's elder population, and to coordinate existing services in the community. The COA carries out locally the programs of the Massachusetts Executive Office of Elder Affairs, and coordinates with public and private agencies and providers in the area.

Projections show a continuing growth of the elder cohort as a segment of the overall population.



The 2000 federal census showed 8,883 elders (sixty+) in Arlington. This would put the elder Arlington population at 15,193 by the year 2030 (Metropolitan Area Planning Council).

With the recent passage of the "Equal Choice" legislation, people can now receive supportive services in their homes instead of relocating to a long-term care facility. This means that there will be more elder community residents, many of whom will be frail and homebound and will require considerably more monitoring and complex support services than our current staffing allows. More services require more resources, but budgetary limitations are expected to continue to impact the Agency's ability to deliver needed services to Arlington's frail elderly.

Highlights for 2007

- A Sevoyan Dial-a-Ride Scholarship Program was created to subsidize the cost of local transportation for very low-income clients. By the end of 2007, 10 Arlington seniors were benefiting from this subsidy, being able to access the community at no out-of-pocket cost.
- The Sevoyan Personal Needs Program provides for very low-income seniors, for the maintenance of their independence and safety, without which the client would be at risk.
- The Council on Aging's Transportation Pro-

- gram provided over 10,000 one-way rides for Arlington seniors through the agency's lift-equipped vans and subsidized taxi vouchers.
- The Sanborn Transportation Subsidy Fund continues to serve as a vital transportation-subsidy resource for Arlington cancer victims and their families. In 2007, through various means of transport such as COA vans, taxis, ambulance service, private van services, and private drivers, this fund provided 1,350 (one-way) rides to and from cancer-related medical appointments and treatments.
 - The Sevoyan Dental Subsidy Program continues to provide critical financial support for low-income seniors who have no dental coverage; forty-eight clients were served this year.
 - Continued advocacy on issues affecting seniors at the local, regional, and state level, through membership and active participation in the Massachusetts Councils on Aging & Senior Center Directors (MCOA).
 - The Executive Director of the Arlington Council on Aging continues a two-year term as president of the *Massachusetts Councils on Aging and Senior Center Directors (MCOA)*, a statewide association whose mission is to improve the quality of services provided to senior citizens of the Commonwealth by the Councils on Aging, Senior Centers, and other social services providers within the Commonwealth. This is a unique opportunity for Arlington to be instrumental in working with, and enhancing, senior-related policy, and carries statewide visibility and recognition of leadership for this community.
 - The COA's podiatry clinic, a much sought-after health resource, serves more than eighty seniors each month.
 - A generous grant from Lahey Clinic to introduce seniors to the benefits of regular exercise was again given to the Arlington Council on Aging. This allowed the continuance of our Aquacise, Tai Chi, and Walk the Rink programs for a third year, funding of a unique form of Pilates for seniors (chair Pilates), and a Muscle-strengthening/Osteoporosis-reduction program. Over 1,200 units of service are being delivered under this grant.
 - The former "RUOK"© Program, jointly sponsored by the Council on Aging and Arlington Police Services, a senior safety program in which a computerized system makes daily calls to those needing regular safety monitoring, has been replaced by the Guardian Program and now provides new and expanded service for those using it.

- A Title III grant from Minuteman Senior Services supporting the Grandparents Raising Grandchildren Support Group was awarded for another year.
- Due to the expanded need for Lifeline monitoring, the annual expenditures go up as we add new clients while continuing to subsidize current clients each year.
- Donald Boudreau, long-time Van Driver at the Council on Aging, received the Town of Arlington's Employee of the Year award in November.

Community Partnering Efforts

In addition to close collaboration with the above-mentioned service providers, the COA continues productive working relationships with other Town agencies as well as with community organizations such as Arlington Visiting Nurse & Community Health; Arlington Community Media, Inc; McLean Hospital; Mount Auburn Hospital; Operation A.B.L.E.; Arlington Seniors Association; Cooperative Elder Services, Inc; Park Avenue Congregational Church, Arlington ELKS; Commonwealth of Massachusetts Executive Office of Elder Affairs; SCM Transportation; and many others. Examples of such efforts are:

- A grant from The Cambridge Savings Bank supported printing of the fourth edition of our Senior Center Services Directory.
- The COA continues to host the Minuteman Senior Services Nutrition Program at the senior center, where home-delivered meals are prepared and one of the two Arlington "Eating Together" meal sites is located.
- The Retired Men's Club Of Arlington again generously assumed all costs for the annual Thanksgiving Day Dinner deliveries to the frail and homebound. Individuals and families, all volunteers, packed and delivered one hundred forty meals this year.
- The Yamaji-Newcastle Fund provides for the annual Senior Center Volunteers' Appreciation luncheon.
- The COA serves as a field training site for students from The University of Massachusetts School of Nursing, Salem State College School of Social Work, Harvard Divinity School, and other institutions.

Funding

Principal funding for the agency derives from municipal, state and federal sources. The Massachusetts' Executive Office of Elder Affairs (EOEA) Formula Grant to the Council on Aging provides for half the salaries for two of the COA's key positions, the agency's Social Worker and the Geriatric Nurse Specialist, and a portion

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of the salary for the Transportation Coordinator/Supervisor of Volunteers. Federal dollars, through the Community Development Block Grant Program, support the Council on Aging Transportation Program, the Adult Day Health Center Scholarships, and the Transportation Coordinator/Supervisor of Volunteers position.

Gifts and donations to the Council on Aging continue to be an important budgetary resource. A gift from the Cambridge Savings Bank covered the cost of printing of the fourth edition of the Directory of Senior Services. Lahey Clinic again generously underwrote a five-part program (Aquacise, Tai Chi, Muscle-strengthening, Pilates, and Walk the Rink) to introduce seniors to the pleasure and benefits of exercise. Also, generous gifts received this year will have a significant impact through our Transportation Subsidy Fund.

Relying upon the generosity of individual and corporate benefactors in the community, COA Subsidy Funds supplement the cost of the following services:

- The *Medical Appointment Subsidy Funds* support the costs for qualified Arlington elder's out-of-town medical transportation.
- The *Elizabeth and George L. Sanborn Foundation Fund For The Treatment And Cure Of Cancer, Inc.* subsidizes multiple-trip transportation costs for cancer treatments. The cost of out-of-town transportation several times a week for several weeks can be prohibitive for an individual.
- The *COA Edwin S. Farmer Trust Fund* provides for the needs of indigent and deserving Arlington residents, 65 years of age or older.
- The *Yamaji-Newcastle Fund* underwrites the recognition, education, and support of Senior Center Volunteers.

Volunteer Involvement

Many COA programs would not exist without the dedication and continued involvement of COA volunteers. These include the Telephone Reassurance Program, Friendly Visitor Program, Income Tax Aide, Tax Abatement Assistant, Medical Escorts, Health Benefits Counselor (S.H.I.N.E.), Blood Pressure Clinic, Podiatry Clinic, Flu and Pneumonia Clinics, Receptionist, Clerical Assistant, Attorney, Financial Planner, and other special projects throughout the year.

More than eighty-five individuals gave 8,000 hours of service through these COA programs. Volunteers are recognized and honored at an Annual Volunteer Luncheon that acknowledges their valuable and continuing efforts for seniors.

2007 Performance Measurements

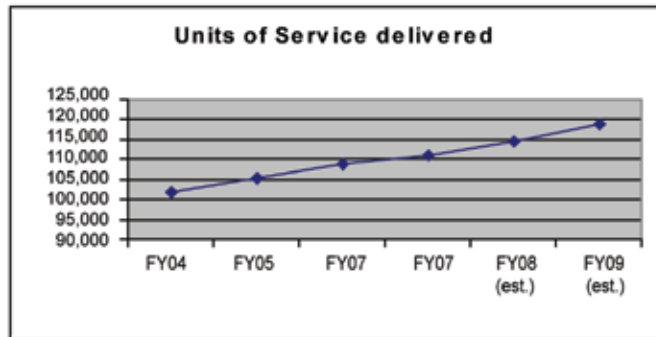
- Provided nearly 10,000 one-way rides for seniors' medical appointments and other destinations.

- Strong participation in COA Health & Wellness programs under the direction of the Geriatric Nurse Specialist.
- A 12% increase in the number of COA volunteers for the second consecutive year.
- Continuing "community partnership" arrangements with other Town agencies and organizations.

Performance / Workload Indicators

Maintain delivery of client services as elders require more complex services, particularly in the home, in the light of decreasing staff hours in the past few years.

Units of service delivered (all programs/services):



FY2008 Objectives

- Complete a detailed needs assessment for Arlington seniors, to be used to determine the future directions of our services and programs.
- Make a town-wide informational-outreach effort to inform Arlington's elders and their families of the Council on Aging's presence, its mission, and its programs.
- Continue to assess the effectiveness of our ongoing programs and services, and the agency's ability to meet the identified and unidentified needs of Arlington's elderly.

FY2009 Objectives

- As guided by the completed needs-assessment, updating of all programs and services available through the Senior Center, for current and foreseeable future needs.
- Activate a critical assessment of the elder community's transportation needs and the division's ability to address those needs, and to determine what resources may be available or needed for the success of this effort.
- Continue to expand the involvement and community impact of the division's volunteers and graduate student interns.
- Continue to assess the Council on Aging's programs and services, and the agency's ability to meet the widely-varied needs of Arlington's elderly.

COMMISSION ON DISABILITY

In its fourteenth year of service, the Arlington Commission on Disability has continued to provide information, referral, guidance, and technical assistance to Arlington officials, residents, public and private agencies, and others to insure that people with physical, sensory, cognitive, and other disabilities have equal access to Town facilities, services and programs. The Commission currently has eight Commissioners with one vacancy, all volunteers. As mandated by State law, the majority of Commissioners have a physical, cognitive or sensory disability. This mandate brings an intimate and informed understanding of disabilities to the Commission's agenda and ultimate decisions. The Commission continues to bring awareness to Arlington policy makers and other residents as to the legal rights of people with disabilities, enforcing those rights, and working towards community inclusion to make Arlington a stronger Town, capitalizing on the strengths each person living here has to offer.

Coordination and implementation of the Commission's agenda and goals continues to be handled the A.D.A. Coordinator. Cooperation between the Commission and the A.D.A. Coordinator is effective and efficient. The Commission continues to occupy office and meeting space in the Senior Center building at 20 Academy Street.

The following are Commission on Disability activities that took place during 2007.

- For the second consecutive year reported to Town Meeting on its history and future goals.
- Dedicated a memorial bench at the Florence Avenue Playground, located adjacent to the Dallin Elementary School, in the memory of Tom Boudreau, a tireless advocate for people with disabilities. The Commission and Town were fortunate to receive donations in the memory of Tom Boudreau that was used for the memorial bench and to fund training on disability issues.
- Invited and hosted Selectmen Annie LaCourt, Police Chief Fred Ryan, Police Lieutenant Paul Conroy, Director of Public Works John Bean, Director of Health & Human Services Christine Connolly, Members of Vision 20/20, the Diversity Task Force and other local officials and disability advocates in order to share our vision and needs as well as learn more from our guests.
- Strongly supported clearing snow from the Donald R. Marquis Minuteman Trail, which has evolved from a recreational trail into a transportation trail.
- Received \$50,000 in CDBG funding for curb cut ramp work. The CDBG funding has been used to install ten curb cut ramps on Broadway

and Warren Street at locations that were identified as requiring curb cut ramps by a survey completed by the Commission. Additional curb cut ramp work is planned during the spring of 2008.

- Co-sponsored Community Access Monitor Training with the Massachusetts Office on Disability and the Massachusetts Architectural Access Board. This training held at the Arlington Town Hall for the purpose of providing information to disability advocates regarding access laws and regulations.
- Received complaints from users and residents with differing opinions about Accessible Pedestrian Signals that have been installed on Summer Street. The Commission will continue to work with the Town to address this issue in 2008. Barbara Jones, a member of the Commission, has tirelessly monitored the Accessible Pedestrian Signals on Summer Street. Ms. Jones has advocated locally for the proper installation and maintenance of these signals and collected national information, resources and support for them.
- In order to acquaint the public with its role and to disseminate information about the Americans with Disabilities Act and accessible Town programs the Commission published it's ninth annual Arlington Access Newsletter, submitted several columns to the Arlington Advocate and participated in Town Day.

The following are Commission on Disability goals for 2008 that will continue to revolve around the very clear parameters of the Americans with Disabilities Act.

- Improving pedestrian safety by monitoring the installation of accessible pedestrian signals, installing additional curb cut ramps and working for stronger enforcement of snow removal from curb cut ramps and sidewalks. Will work with the Town in developing improvements to pedestrian access along Massachusetts Avenue when plans are developed for the East Arlington Massachusetts Avenue Corridor Project.
- Will co-sponsor an employment workshop for people with disabilities at the Arlington Town Hall during the fall of 2008.
- Will meet with Town Officials, including the Arlington School Committee and also Arlington residents that are concerned about access in order to work towards full community inclusion within the Town of Arlington.

The Commission meets on the third Wednesday of each month at 4:00 P.M. in the conference room of the Housing and Disability Program Office located in suite # 203, at 20 Academy St., Arlington (the Senior Center

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Building). Meetings are open to the public and citizens are invited to attend to observe or voice their concerns.

BOARD OF HEALTH

The Board of Health Office is located at 27 Maple Street in the Arlington Multipurpose Senior Center, located behind Town Hall.

Environmental Health Permitting and Inspections

The Board of Health is required by state statutes and regulations to perform many important and crucial duties relative to the protection of public health and safety, the control of disease, the promotion of safe and sanitary living conditions, and the protection of the environment from damage and pollution. Staff annually permit, and regularly inspect, restaurants, tobacco retailers, massage therapy establishments, tanning establishments, body art establishments, pools, the ice-skating rink and the bathing beach. The Department recently instituted a checklist and inspection requirement for any contractor applying for a permit to demolish a building in town. The checklist and inspection require the contractor to remove all hazardous materials from the structure to prevent the release of material to the surrounding environment. Among the hazards are, mercury, asbestos, pests, and heating oil. Inspectors from the department investigate numerous resident complaints related to any health issue within the community ranging from trash and dumpster complaints to housing code violations.

The Department conducted fifty housing inspections in residential property. Of these inspections, three properties were condemned due to uninhabitable standards. The Department worked closely with the Council on Aging and Minuteman Senior Services to assist the residents of the properties with alternate housing and services.

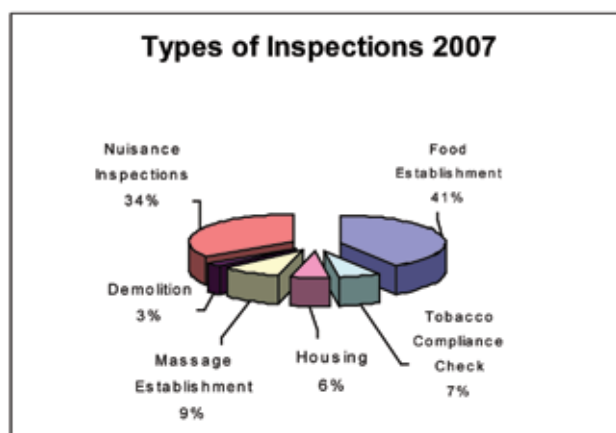
Permits issued by the Board of Health:

Permit Issued by the Board of Health	2006	2007
Food	203	220
Tobacco	30	30
Massage Therapist	71	95
Massage Establishment	30	47
Waste Hauler	12	13
Funeral Director	7	6
Tanning Establishment	2	2
Public Pool	7	8
Public Beach	1	1
Ice rink	1	1
Body Art Establishment	1	1
TOTAL	310	424

*These figures include establishments that changed ownership during the year and a new permit was issued.

Inspections conducted by the Board of Health in 2007:

INSPECTION TYPE	2007
Food Establishment	359
Tobacco Compliance Check	60
Housing	52
Massage Establishment	80
Demolition	24
Nuisance Inspections	300



Food Protection

In 2007, the department conducted 359 food inspections ranging from risk-based categories one through four. The department investigated ten food complaints, held eight administrative hearings to discuss food safety, and had seven establishment closures. In addition, sixteen new food establishments were opened in 2007.

Emergency Preparedness

The department continued to work with the public health emergency preparedness region 4B, which includes all of the health departments in the communities surrounding the City of Boston. In December, the Towns of Arlington, Belmont, Brookline, Watertown and the City of Newton came together to offer a flu and pneumonia clinic to the public at Arlington Town Hall, to test a multi-community response to a large-scale public clinic. This is the group's fifth regional clinic, and in 2007, the group utilized the Medical Reserve Corps as well as tested plans for special needs populations. The group presented results from the 2006 regional emergency clinic at the Harvard School of Public Health and the American Public Health Association National Conference in Washington D.C. The results from the emergency clinics have

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become a model for other groups of communities as they plan for vaccinating residents



2007 emergency preparedness exercise where over 700 residents were vaccinated.

Communicable Disease Surveillance

To protect the community against the spread of contagious illnesses, a rigorous communicable disease tracking system is in place. State law requires that doctors, hospitals and laboratories report certain contagious diseases including diseases such as tuberculosis, whooping cough, and salmonella. When a doctor diagnoses a resident with a contagious disease, the public health nurse conducts an investigation to determine if further control measures are needed. The illness is then recorded and reviewed to identify and respond to any possible disease outbreaks.

During 2007, 123 communicable diseases were monitored. Other efforts for disease prevention during 2007 included immunization clinics such as flu vaccine clinics in the fall where over 2,400 residents were vaccinated. The Board of Health also vaccinated the town's first responders, which included the police and fire departments with donated influenza vaccine from Lahey Clinic.



Lt. Dooley from the Arlington Police Department receiving a free flu shot. Medical Reserve Corps Volunteer Michelle Hassler administers the vaccination.

Communicable Diseases monitored by the Public Health Nurse:

Communicable Disease	# of cases 2005	# of cases 2006	# of cases 2007
Babesiosis	0	0	1
Campylobacter Enteritis	15	12	11
Chicken pox	16	13	0
Cryptosporidiosis	3	0	0
Cyclospora	1	0	0
Dengue Fever	1	0	0
Ecoli	0	2	0
Enterovirus	0	1	0
Giardia	6	10	11
Haemophilis Influenzae	2	0	1
Hepatitis A	3	0	1
Hepatitis B	20	17	12
Legionellosis	1	3	1
Lyme Disease	23	15	19
Listeriosis	1	0	0
Malaria	2	0	0
Measles	0	1	0
Meningitis	3	1	2 viral
Norovirus	0	0	1
Pertussis	8	32	15
Salmonella	7	9	6
Shigatoxin	3	0	0
Shigellosis	1	1	1
Strep pneumonia invasive	5	6	6
Group A strep	2	2	1
Group B strep	1	3	1
Tuberculosis	0	1	3
Tuberculosis contacts	*	*	4
Tuberculosis (latent)	*	*	25
West Nile Virus	0	1	1
Total	125	130	123

The department began counting Tuberculosis contacts and latent Tuberculosis cases in 2007 annual totals.

Childhood vaccines are provided to pediatric health care providers free of charge through the Vaccines for Children Program that is sponsored by the Commonwealth of Massachusetts. Through this program all children, regardless of a family's ability to pay, will have access to necessary vaccines. The Arlington Board of Health is the local vaccine depot for the State.

The three member Board of Health meets on a regular basis. During meetings, environmental health

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concerns are addressed and public hearings and policy review is performed. In 2007 the Board of Health met eight times and conducted two housing code hearings, six food code hearings which resulted in closure of one food establishment and granting of four variances, three hearings related to massage therapy and ten tobacco sales violation hearings. The board also voted to increase permit fees for 2008.

Weights and Measures

To ensure compliance with the Consumer and Merchant Protection Act, the Sealer of Weights and Measures conducts inspections of all scales, scanners, and dispensing equipment. This includes retail stores, gas stations, oil trucks and food establishments. The Sealer responds to all consumer complaints to ensure fairness and accuracy.



Sealer of Weights and Measures with the oil truck gallon measuring device

Sealer of Weights and Measures Impact Report 2005-2007 for Gas Stations and Home Heating Oil Trucks

Year	Consumer Savings	Merchant Savings
2005	\$18,397	\$13,260
2006	\$ 5,511	\$19,118
2007	\$24,276	\$8,470

As merchants are inspected annually, compliance with standards and accuracy of merchant measuring devices has increased steadily. The Sealer of Weights and Measures determines the amount of savings by computing the amount of fuel pumped each year from a particular measuring device such as a gas pump. If the gas pump is dispensing more or less than one gallon, that amount is used to calculate the amount that the consumer or merchant saves per year. Also included in the calculation is the average cost per gallon.

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VETERANS' SERVICES

The Department of Veterans' Services for The Town of Arlington is designed to aid and assist veterans and their families as provided by the Department of Veterans' (VA) Affairs and the Massachusetts Department of Veterans' Services. All eligible veterans and their dependents can seek counseling and assistance with applications for federal and state benefits, financial aid, medical care at VA Medical Centers, educational/vocational benefits and burial benefits.

As a result of interviewing over fifty veterans and/or dependents, nine new clients received benefits under Chapter 115 with a total of fifty-five clients receiving benefits over the course of the year. Eighteen veterans were awarded the "Welcome Home" bonus for service in the military since 9/11. One Vietnam veteran and one Korean War veteran were advised of their entitlement to a bonus for their wartime service and received their bonuses. Two 100% disabled veterans were advised of their eligibility for and are now receiving an annuity from the state. Four disabled veterans were made aware of their eligibility and are now receiving a tax abatement on their property taxes.

After consulting with over a hundred veterans and/or dependents, twenty-one claims were submitted to the VA for both service connected and non-service connected disabilities and/or pensions. Forty-seven requests for either in-patient or out-patient care at VA Medical Centers and twenty-four veterans' burial benefits were

referred to the VA. Applications were submitted to the VA for bronze markers to be placed at the graves of all eligible veterans buried at Mt. Pleasant Cemetery.

On Veterans Day, the corner of Oakland Avenue and Park Avenue was dedicated in honor of Pvt. Thomas F. Maguire who was "Killed in Action" during World War II in Italy on January 17, 1944. A request was made by Mr. John Maguire, Thomas' brother, and was approved by the Memorials Committee and the Board of Selectmen. The corner is now named "Thomas F. Maguire Memorial Square".

Veterans' Services organized, coordinated, and participated in the Memorial Day Parade and the Veterans' Day Parade. It is the responsibility of the Veterans' Service Office to decorate the over 5,500 veterans' graves in the three cemeteries in town and assure the maintenance of veterans' lots and memorials. The file for the Veterans' Honor Roll, which will be refurbished at the conclusion of the War on Terrorism, is continuously being updated with veterans from all wars. The office also serves as vice-chair of The Patriots' Day Parade Committee.

The Office of the Department of Veterans' Services, located in the Town Hall Annex, is continuing to purge old files and improve computerization, while reaching out to advertise benefits and advocate for volunteer opportunities at the Bedford VA Medical Center.

